

Program Assistant Supervisor-Advanced

Under the general supervision of the Internal Operations Section (IOS) Chief, this position serves as administrative supervisor for the Division of Food and Recreational Safety. Primary responsibilities include coordinating office management, administrative operations, and customer service; directing the support administration duties of the food bureaus, and statewide travel, supplies, and records management programs; and supervising assigned program support staff. In addition, work includes establishing priorities, supervising, training, coaching and evaluating the performance of subordinates and functionality of business systems. This position exercises a considerable amount of individual initiative, independent judgment, and decision-making ability, while maintaining confidentiality. The position also interacts frequently with other division work units and department divisions.

The Program Assistant Supervisor-Advanced shall comply with the Division's administrative rules and policies and procedures including those related to the Division's overall mission of ensuring safe food, lodging, and recreation by educating and regulating businesses in a fair, effective and efficient manner.

GOALS AND WORKER ACTIVITIES:

- 40% **GOAL A:** **Coordination and direction of office management and administrative operations.**
- A1. Determine appropriate office management decisions regarding operational policies and procedures and plan for workload responsibilities and timelines.
 - A2. Develop and maintain procedural book for all functions performed by or affecting support staff in the division.
 - A3. Act as the primary liaison with licensing software personnel (IOS Chief, Business and Technical Specialists, and BITS staff) in the development and modifications of CRM and HealthSpace license software.
 - A4. Participate in management meetings, recommending changes in procedures to improve program effectiveness, long range planning, program updates, etc.
 - A5. Establish office work and telephone coverage schedules to insure productivity is maintained.
 - A6. Serve as the liaison with the Department's Financial Specialists as it relates to the collection of license fees and payments, including but not limited to lockbox, budgets, accounts receivable, etc.
 - A7. Evaluate and review changes in statute, administrative codes and policy interpretations affecting division programs and provide support staff with appropriate guidance regarding changes.
 - A8. Work on special projects as requested by the IOS Chief. Work includes researching and analyzing data for legislative and fiscal requests.
 - A9. Analyze existing business systems, including licensing systems, for efficiency and to implement improvements and Lean business strategies.

- 30% **GOAL B:** **Supervision, motivation and coaching of program support staff.**
- B1. Schedule and conduct interviews; evaluate and select candidates; secure approval for appointment recommendation for program support staff.
 - B2. Orient and train program support staff on Division policies and procedures, work rules, and work assignments
 - B3. Schedule and conduct regular staff meetings to explain and discuss new and/or changing procedures, and to ensure uniformity of instructions and work procedures, and receive feedback from staff and resolve problems or questions.
 - B4. Develop and document performance standards for subordinates, standard operating procedures, and conduct performance evaluations.
 - B5. Identify and approve individual training necessary to meet employee and agency needs.
 - B6. Develop and maintain work schedules, vacation, and flex schedules and verify accuracy and completeness of time reporting system.
 - B7. In the absence of any support staff, reassign or perform those priority tasks that are necessary for the continued efficient operation of the division.

- 25% **GOAL C :** **Providing support to industry and division staff in order to maintain effective and efficient delivery of statewide inspection services.**
- C1. Oversee the development, revision, distribution and maintenance of division forms.
 - C2. Direct pre-licensing work for the statewide food and recreation inspection program, including work assigned by IOS Chief
 - C3. Direct staff in providing sample analysis findings so inspection staff can take action and work with establishments statewide on labeling and contamination issues that protect public health.
 - C4. Direct the process, recording and maintaining of reports submitted by inspection staff, industry, laboratories and the general public.
 - C5. Direct the revisions and maintenance of division program file systems and software such as CRM, HealthSpace, SharePoint, etc.
 - C6. Direct and monitor the program mail system to ensure timeframes and deadlines are met.
 - C8. Oversee and monitor RDA (Record Retention/Disposal Authorization) compliance related to the licensing program. Work with the division RDA Manager on issues related to the RDA program.
 - C9. Meet with other division work units to discuss licensing efficiencies and concerns.

5%

GOAL D: Perform related functions and activities as directed.

- D1. Assist management in advising area personnel on open records processes for compliance with state statute.
- D2. Provide liaison functions with a variety of entities (e.g., vet board, regulated industries and the public) as related to the duties of this position.
- D3. Represent the division on committees and work groups as assigned.
- D4. Carry out special projects and assignments as directed

KNOWLEDGE, SKILLS AND ABILITIES

- 1. This position requires extensive knowledge of record management, office practices, quality assurance, and clerical performance standards in order to efficiently supervise the wide range of required clerical support duties.
- 2. Significant knowledge of licensing and customer service software, in particular Microsoft Dynamics CRM, HealthSpace, etc.
- 3. Experience working with customers and a general knowledge of customer service principles and expectations.
- 4. Working knowledge on basic math principles and state financial systems, lock boxes, and budgets.
- 5. Considerable ability to effectively communicate orally and in writing.
- 6. A considerable knowledge of the basic principles of English, grammar and writing ability.
- 7. Considerable knowledge of computer systems, including automated licensing systems and Microsoft Office suite.
- 8. Significant leadership skills are required to supervise, coach, motivate and set priorities for subordinates to enable them to accomplish their performance standards.
- 9. Working knowledge of State food laws and active and pending regulations.
- 10. Considerable knowledge of Division and State licensing requirements, money handling and basic auditing.
- 11. Ability to work in a fast paced, ever changing environment.
- 12. Knowledge of inspection, sampling and food processing operations.

03-18-2019

